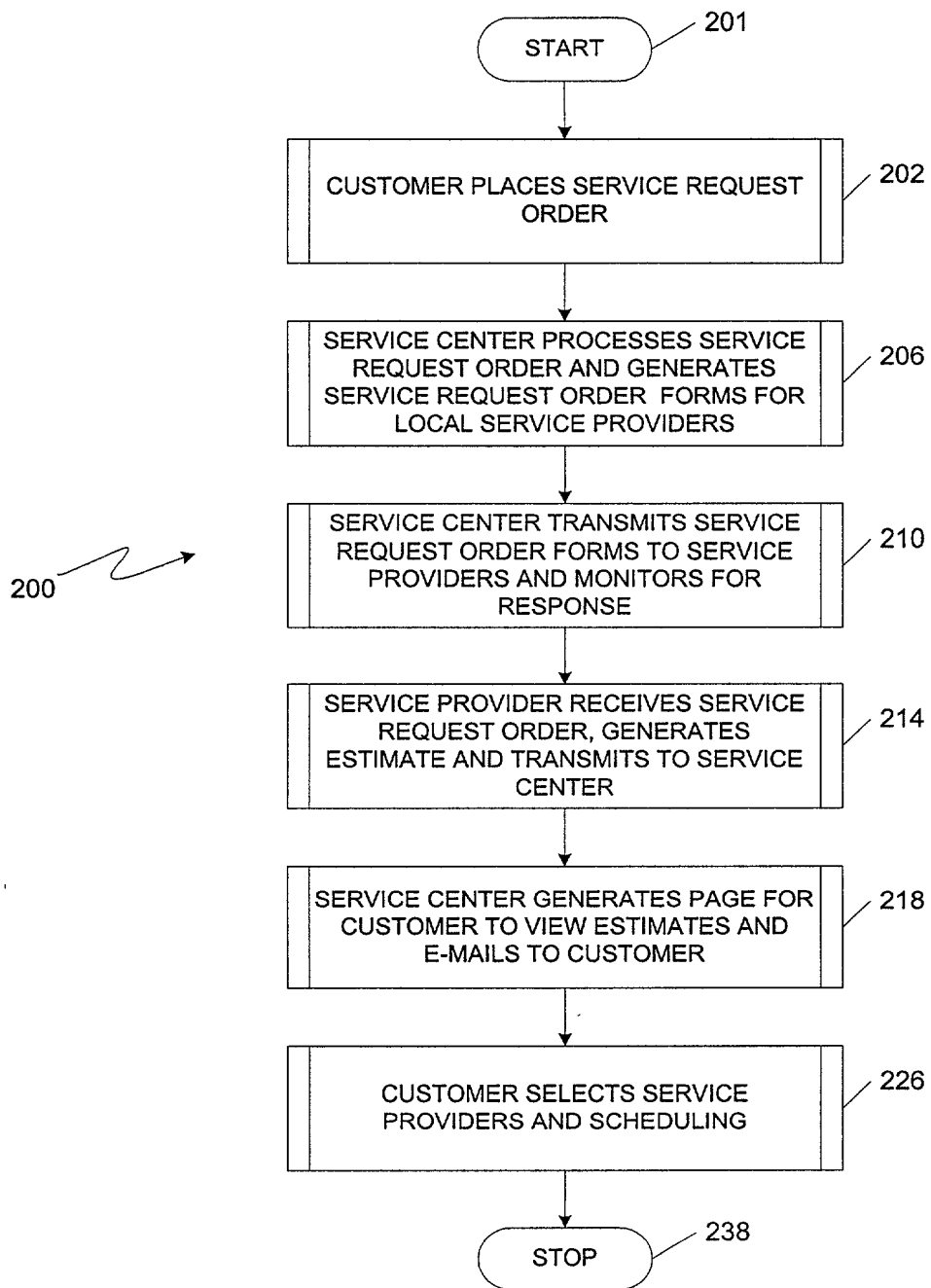
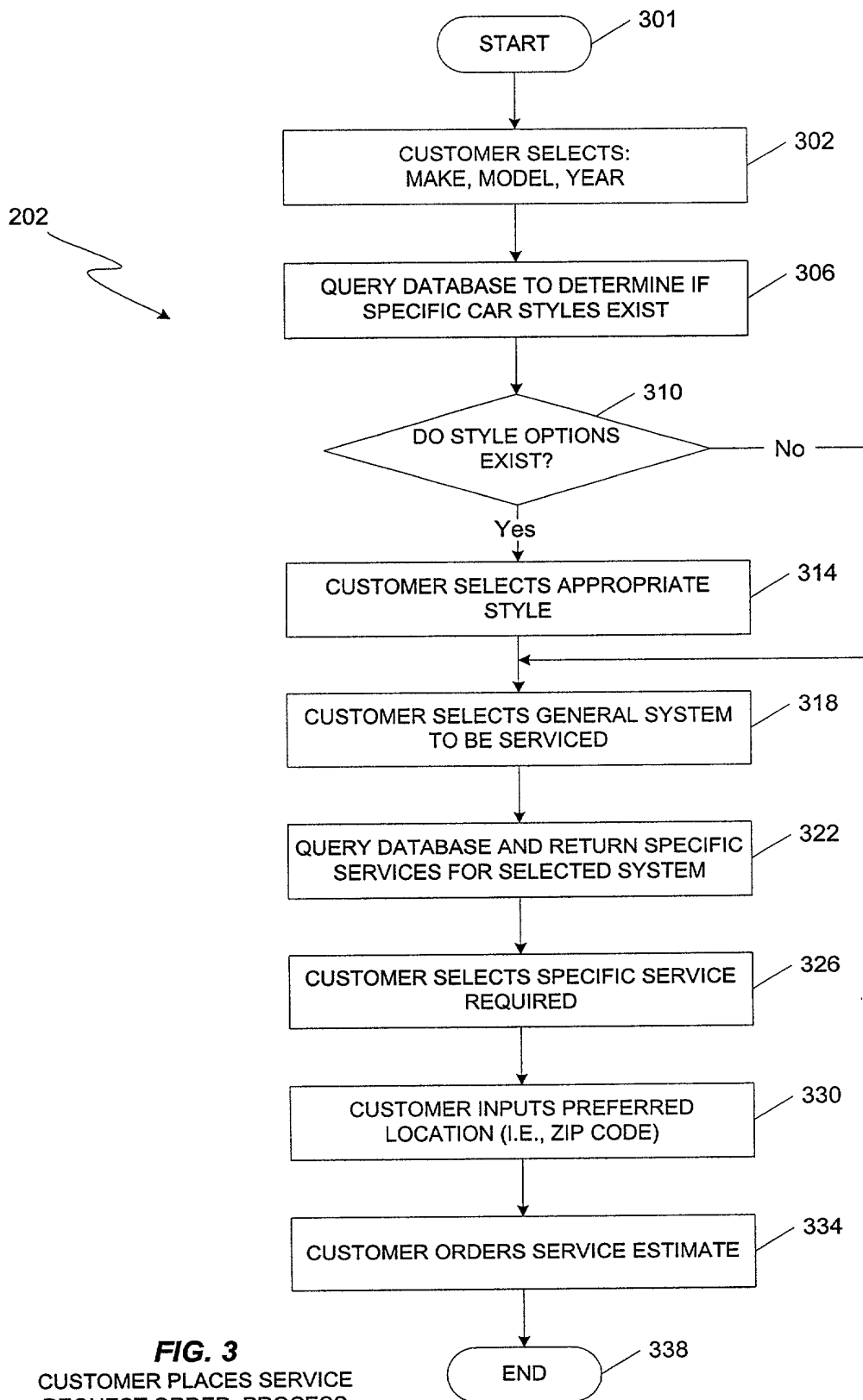


**FIG. 1**  
SYSTEM DIAGRAM

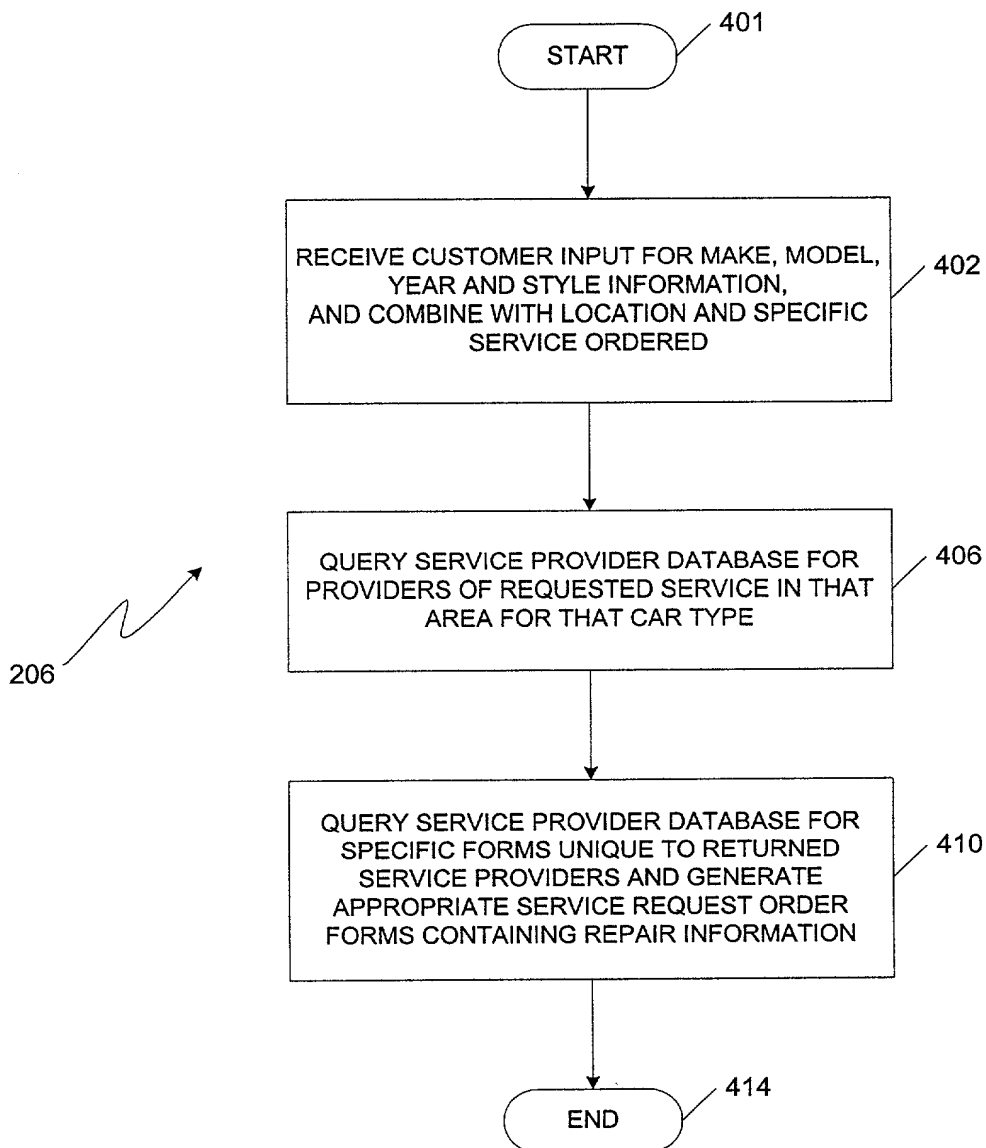


**FIG. 2**  
VEHICLE SERVICE ORDER AND  
SCHEDULING PROCESS

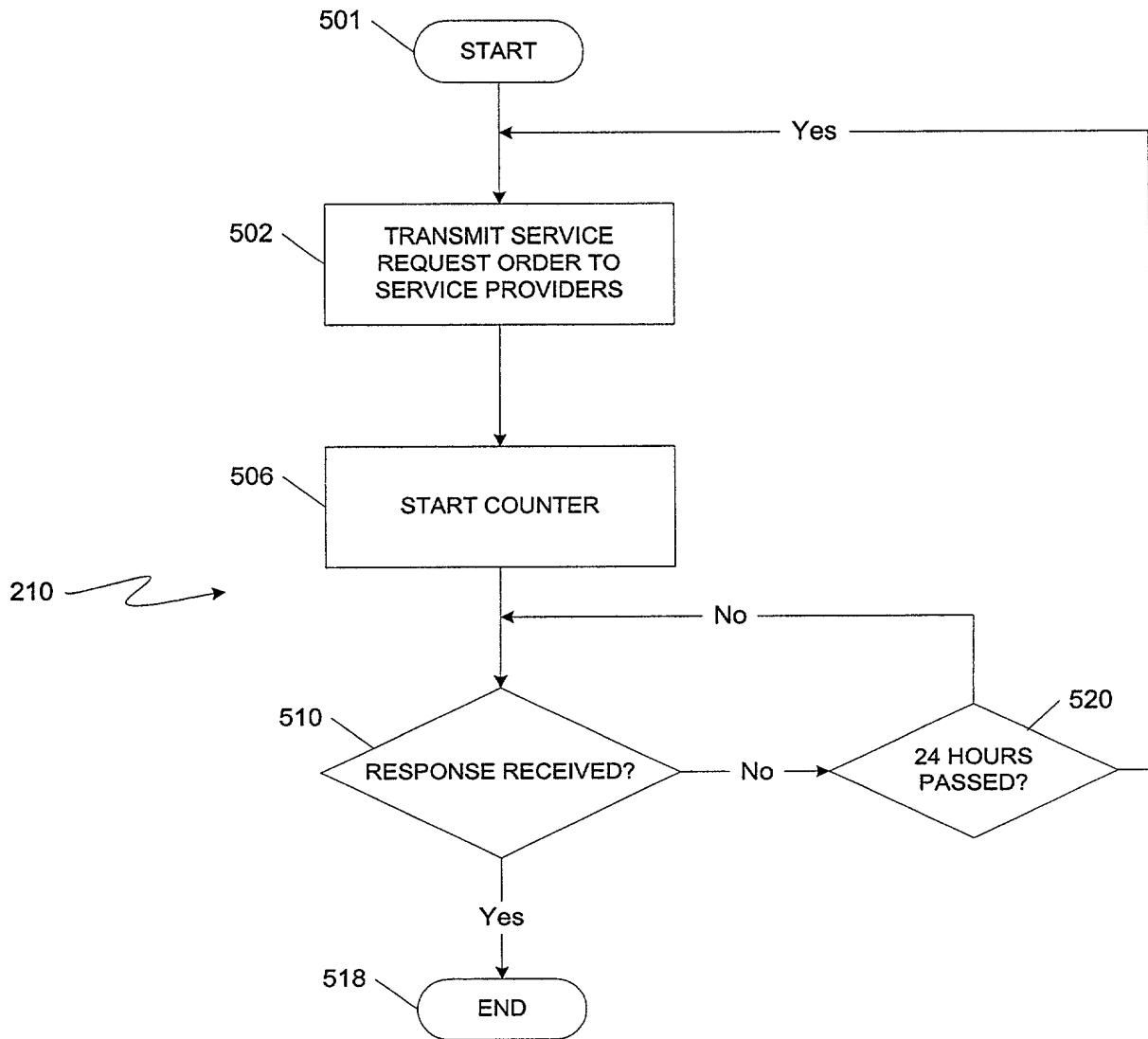


**FIG. 3**  
CUSTOMER PLACES SERVICE  
REQUEST ORDER: PROCESS

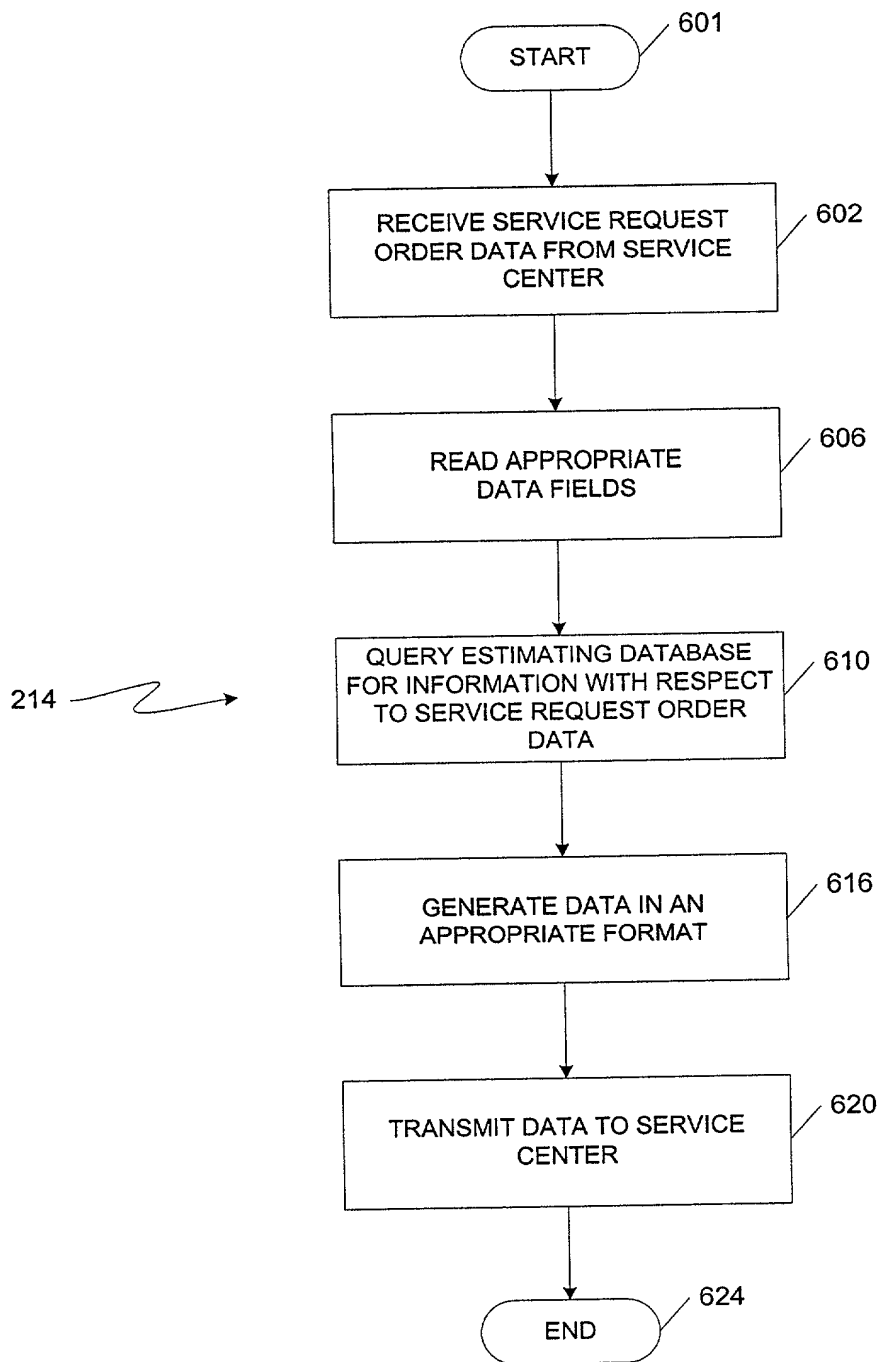
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**FIG. 4**  
PROCESS SERVICE REQUEST ORDER  
AND GENERATE SERVICE REQUEST  
ORDER FORMS FOR LOCAL SERVICE  
PROVIDERS

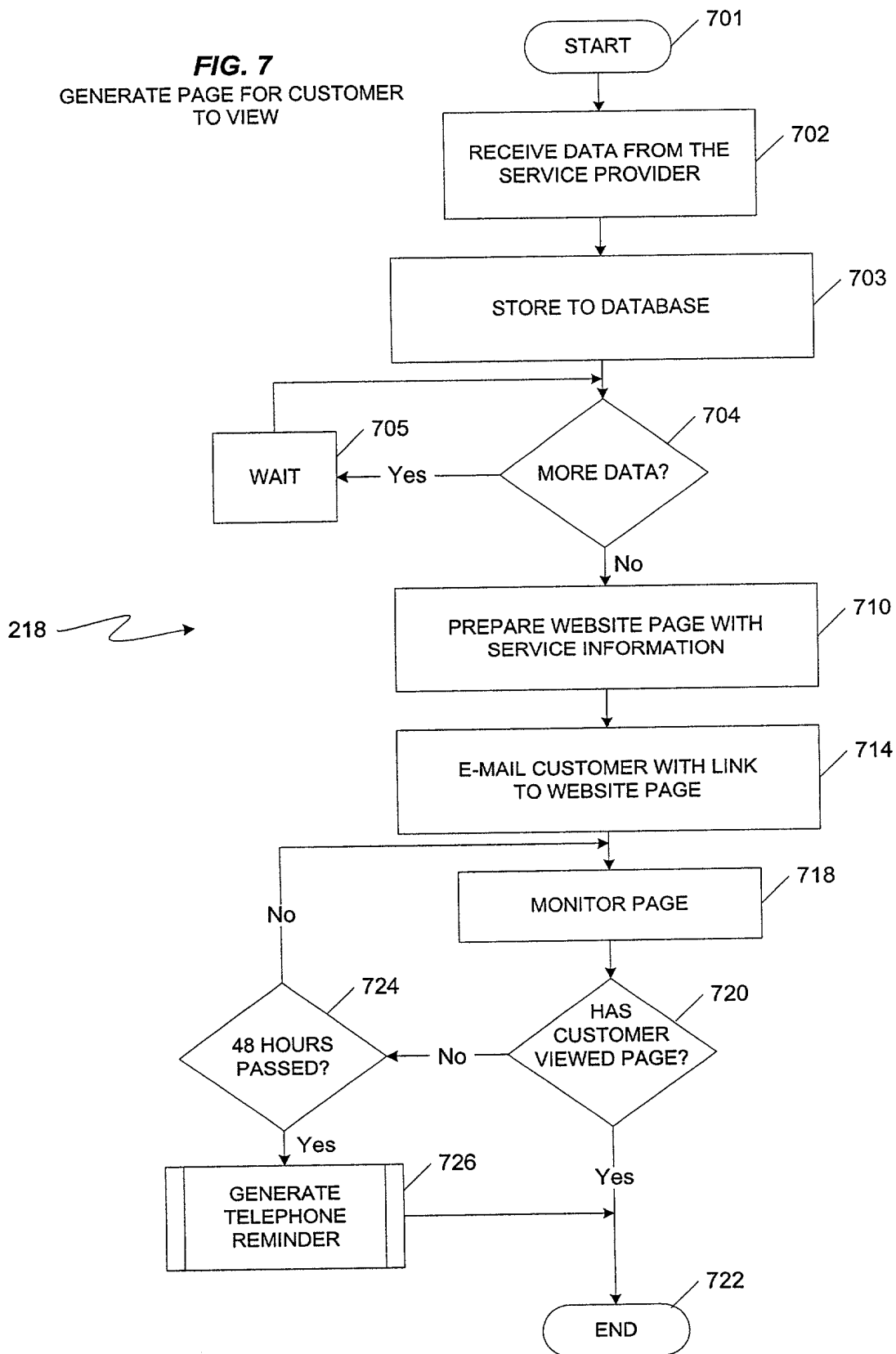


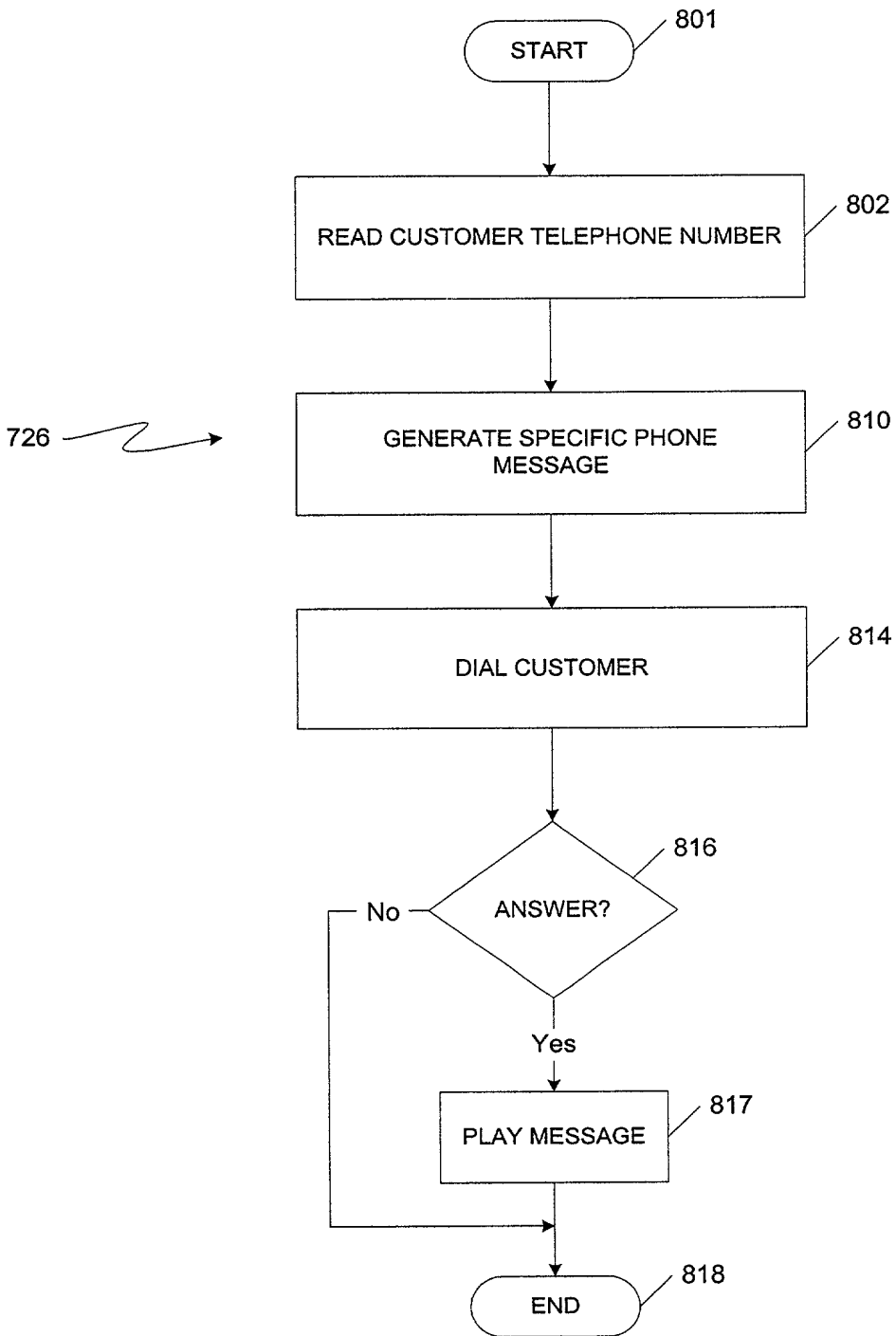
**FIG. 5**  
TRANSMIT SERVICE REQUEST ORDER  
FORMS TO SERVICE PROVIDERS  
AND MONITOR FOR RESPONSE



**FIG. 6**  
SERVICE PROVIDER RECEIVES  
SERVICE REQUEST ORDER,  
GENERATES ESTIMATE AND  
TRANSMITS ESTIMATE TO SERVICE  
CENTER

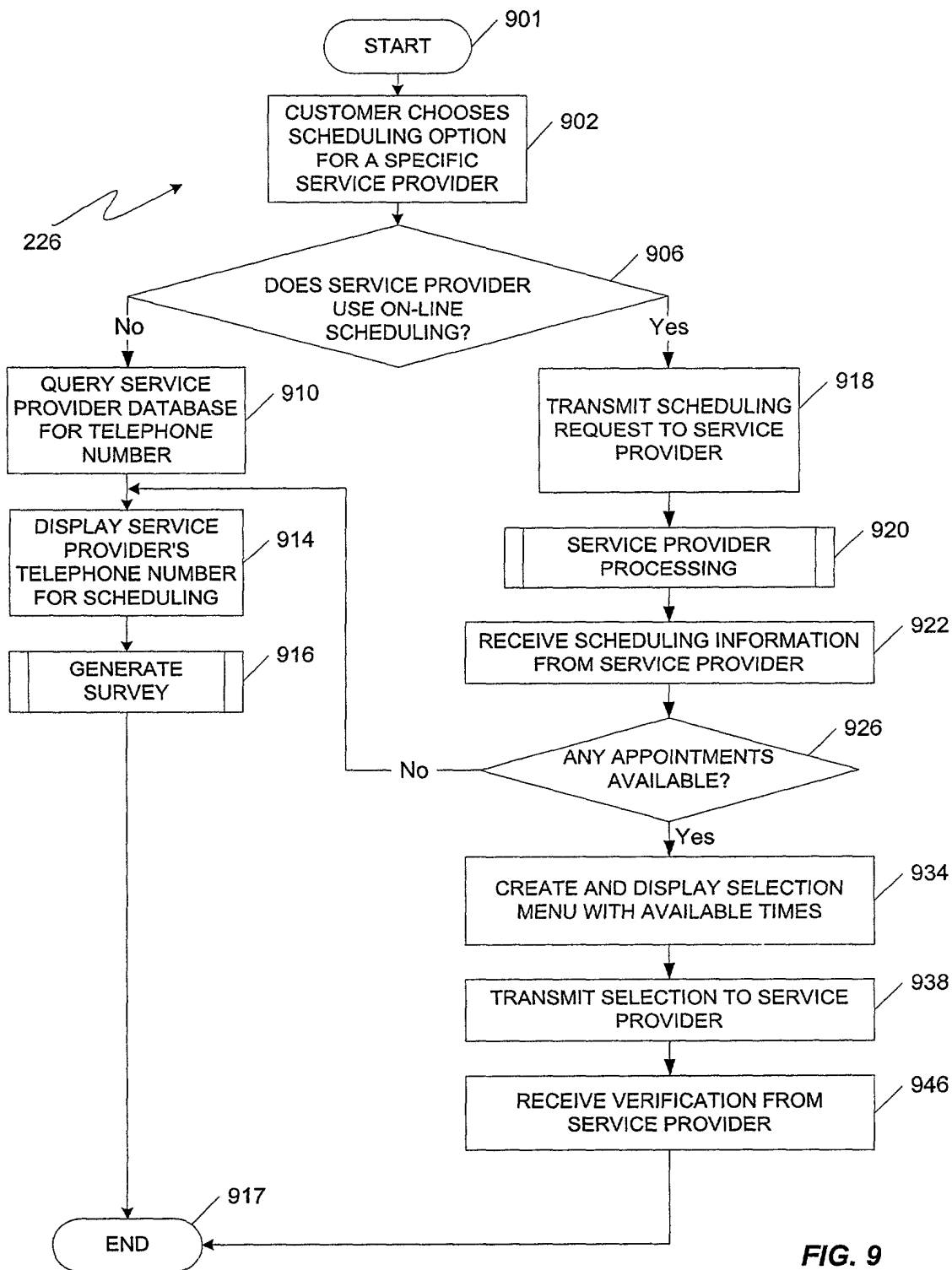
**FIG. 7**  
GENERATE PAGE FOR CUSTOMER  
TO VIEW



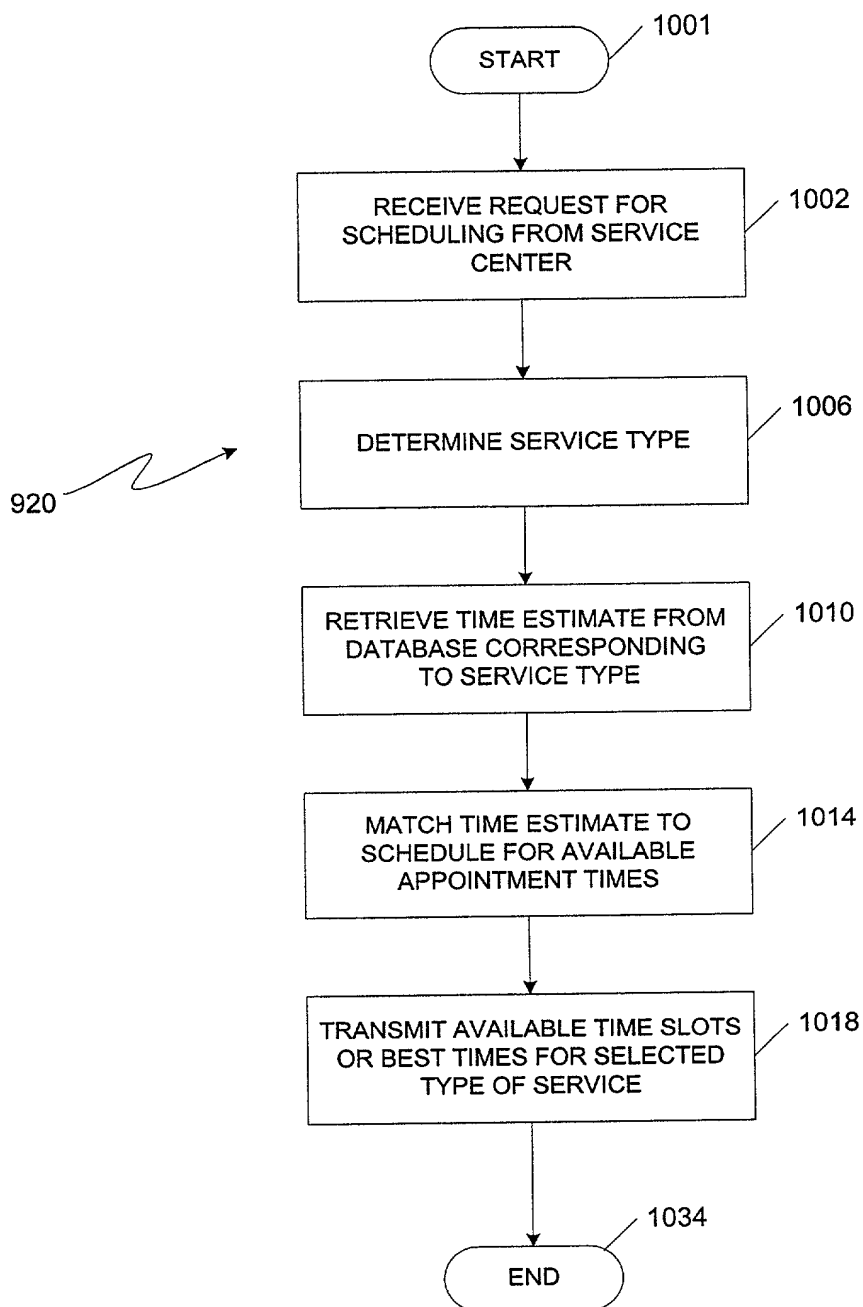


**FIG. 8**  
GENERATE TELEPHONE  
REMINDER FOR CUSTOMER



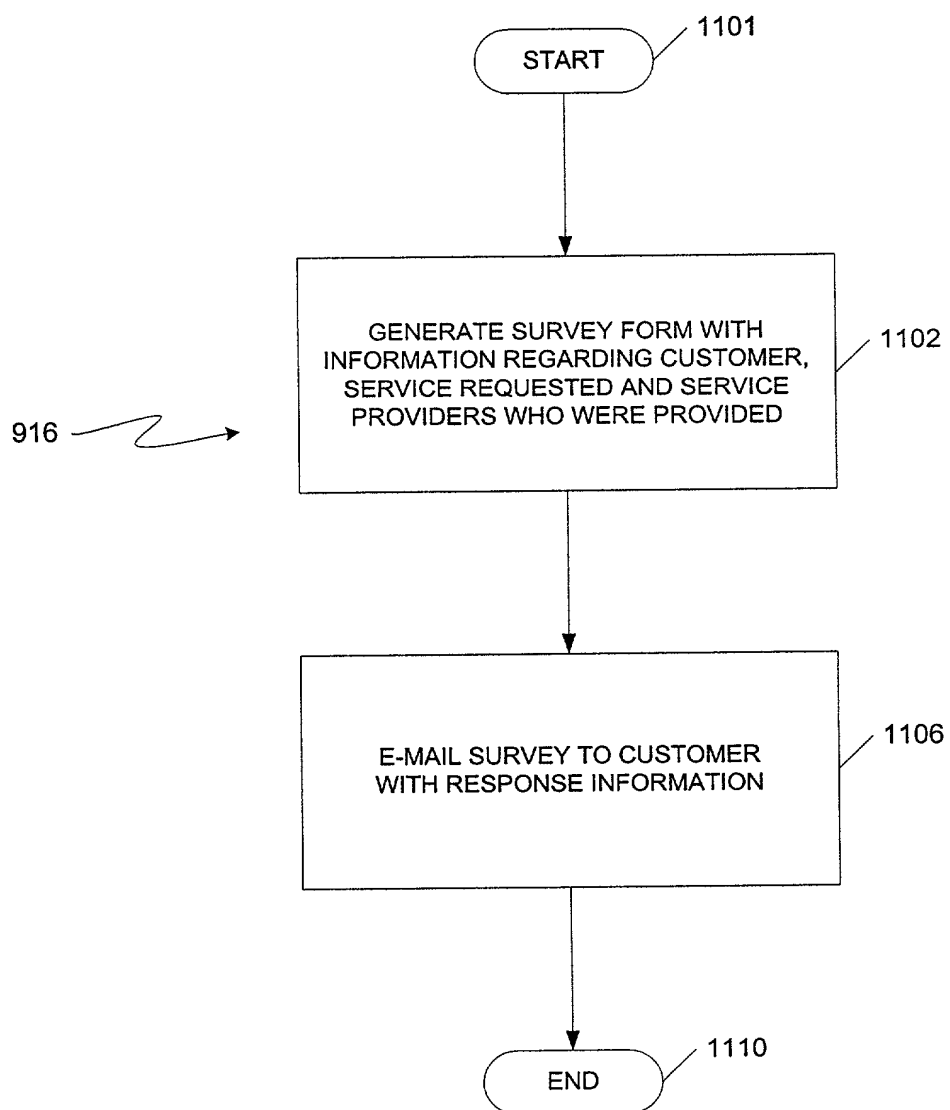


**FIG. 9**  
SCHEDULE SERVICE



**FIG. 10**  
SERVICE PROVIDER SCHEDULING

09/36570.071601



**FIG. 11**  
GENERATE AND TRANSMIT CUSTOMER  
SATISFACTION SURVEY